

Urban Park Rangers Job Announcement

The Baltimore City Heritage Area, Office of the Mayor, is now recruiting qualified individuals to serve as Urban Park Rangers.

Urban Park Rangers interpret the cultural and architectural history of Baltimore on scripted tours such as Heritage Walk and Mount Vernon Cultural Walk originating at the Inner Harbor Visitor Center. Rangers serve as uniformed, informed, and friendly ambassadors for the City of Baltimore and the museums and cultural institutions in the Baltimore City Heritage Area.

The Heritage Area offers a minimum of two guided tours per day, seven days per week from May 1-October 31, 2008, plus additional group tours, school tours, and summer camp experiences. Rangers must commit to working two weekend shifts per month or one weekday shift of a minimum of two tours (approximately four hours) per week from May-October.

Duties:

- Lead scheduled 90-minute tours of walking trails in the Baltimore City Heritage Area.
- Participate actively in training programs and other opportunities in order to expand knowledge of the tours and strengthen interpretive skills.
- Assist in marketing tours when not giving tours.
- Participate in ongoing evaluation programs and data collection from tour participants.
- Respond to different groups of visitors (adults, school children, and families) by varying tour content and techniques.
- Provide high level of customer service and seamless visitor experience for all visitors.
- Rangers welcome the public; promote tours, and direct visitors to facilities, exhibits, and other opportunities along tour routes.
- Rangers help ensure public safety by responding calmly and professionally to emergencies.

Qualifications:

- High School diploma or GED required. College or graduate study preferred with experience in education, history, architecture, museum studies, or a related field.
- Rangers must be 18 years or older.
- Excellent speaking skills; especially the ability to succinctly express themselves.
- Strong interpersonal skills – must be able to make each visitor feel welcome.
- Sustained intellectual curiosity in Baltimore's history and culture.
- Friendly attitude towards visitors and staff and a strong team player.
- Must be able to work independently and be dependable.
- Must be able to walk for periods up to 90 minutes to complete a 3.2-mile trail twice daily.
- Must be able to work inside and outside in variable weather conditions.
- Must be able to speak at an acceptable volume for 2-3 90-minute tours a day.

Compensation: Contractual Non-Civil Service position for tour season. Rangers will be paid \$10 per hour. Standard shift is 4 hours or two tours. School and group tours may extend hours and shift times. Paid training. Uniform provided.

To Apply: Submit a cover letter and resume to Katie Callahan Durcan, Baltimore City Heritage Area, by email at katie.callahan-durcan@baltimorecity.gov or by mail to 346 City Hall, 100 N. Holliday St, Baltimore, MD, 21202, by March 17, 2008. Interviews will begin March 10th. Training sessions in April.

For more information visit www.starspangledtrails.org, www.heritagewalk.org, and www.baltimorecity.gov/government/heritage.

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